| **Krishna Sai Chaitanya M**  [krishnasai@gmx.com](mailto:krishnasai@gmx.com) | SFU_CRT_BDG_Admin_RGBIsaac Mwendwa on LinkedIn: Microsoft Certified: Power BI Data Analyst  Associate was issued by…Tableau Desktop Specialist - Credly |
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**SUMMARY:**

* Information Systems with 9 years of experience in business intelligence and data analysis.
* Experience in designing, developing and supporting **BI ETL** solutions in various Industry verticals like **Banking, Healthcare, Telecommunication, Retail**.
* Experience in generating dashboards, user stories and reports for providing actionable insights to improve business processes using business intelligence tools like **Tableau, Power BI, Spotfire and Excel**
* Designed and implemented complex data models using **Power BI** to streamline data analysis and reporting processes.
* Developed star and snowflake schemas to enhance data warehouse performance and ensure accurate data representation.
* Utilized relationship management techniques to create logical data structures, ensuring seamless integration and data consistency.
* Optimized data models by eliminating redundancy and improving query performance through efficient indexing and partitioning strategies.
* High ability to manage teams with track of **Deliverables** and **Timeline**.
* Handled the projects approval through Solution Review Board with demonstration of the project workflow and the strategy.
* Experience in Applications Development, Testing, Troubleshooting, and Implementation.
* Support project teams in **Defining** and **Reviewing** product and **Software** **Requirements** and **Upgrades**.
* Extensive working experience in assisting with data analysis, constructing technical diagrams, developing ETL applications, communicating with team members/ business stakeholders, supporting existing ETL applications etc.
* Strong knowledge of **Technical** **Specifications**, **Workflow** Development, **Risk** **Management** and **QA**.
* Lead offshore team as Technical Lead assigning tasks and deliverable guidelines along with timelines.
* In-depth background **Analyzing** **Business** requirements and recommending appropriate **Technologies** after briefing with the business stakeholders/Clients/End users.
* Fluent understanding of project management and software development life cycle (**SDLC**).
* Excellent knowledge of SQL databases like **Oracle, SQL Server, MySQL**and proficiency in designing and optimizing SQL, ad hoc and PL/SQL queries, views, stored procedures and functions
* Knowledge of statistical packages for analyzing large datasets using **R programming, Python** and**MS Excel** (Pivot tables and Charts, Advanced excel functions, Statistics, Macros, V - Lookup tables)
* Expertise in creating databases, users, tables, triggers, macros, views, stored procedures, functions, packages, joins and indexes
* Strong knowledge of **data mining** algorithms, classification, clustering, and association rule mining
* Very good understanding of data warehousing concepts, data analysis, data warehouse architecture and designing
* Good knowledge on Machine Learning **algorithms** like Classification and Regression with KNN Model, Decision Tree Model, Naïve Bayes Model, Logistic Regression
* Documenting **data mapping document** after each assignment and wrote the transformation rules for each field as applicable
* Experience in user requirements gathering, Use Case design/diagrams and analysis, **Use Case specifications**, Scenarios, Business processes, Work flow diagrams, process flows, **Sequence diagrams**, Activity diagrams and technical documentation, using **Unified Modeling Language (UML)**

**TECHNICAL SKILLS:**

| **Business Intelligence:** | Tableau 9/10, Microsoft Power BI, MS Excel |
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| **Programming:** | R, Python, T-SQL, PL/SQL, MySQL, HTML, CSS, JAVASCRIPT |
| **Software/Tools:** | SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS), SQL Server Management Studio (SSMS), MS SQL Server 2008/2012/2015 , Oracle SQL Developer, GIT, JIRA, Team Foundation Server (TFS) |
| **Microsoft Suite:** | MS Excel, MS SharePoint, MS Visio, MS Access Database, MS Word, MS Power point |
| **RDBMS:** | MS-SQL, MySQL, Oracle |
| **Operating Systems:** | Windows Variants, LINUX |

**EDUCATION:**

* Masters in Information Technology and Management, University of Texas, TX, USA - 2019
* Bachelor’s in Electrical, Electronics and Communications, JNTU, India - 2013

**CERTIFICATIONS:**

* 3X Microsoft certified Power BI Data Analyst (DA-100)
* Tableau Desktop Specialist.

**PROFESSIONAL EXPERIENCE:**

**Client: Discover Financial Services, Riverwoods IL**  **Dec 2023 – Till Date**

**Role: Sr. Business Intelligence Analyst**

**Responsibilities:**

* Work with business users to determine business requirements, priorities, define key performance indicators, and develop Business Intelligence solutions and Data Warehouse strategies
* Use **SQL queries** to mine data from **Snowflake** data warehouse and combine this data with other static data files
* **Data cleaning** of Flat files, Google Analytics and SharePoint data in **Python**using**Pandas**and**NumPy libraries** and exporting into CMDB database
* Develop and design various **statistical** reports and **dynamic dashboards** to highlight data analysis trends and various analytical **KPIs** as per business requirements
* Automate numerous **manual** tasks and reports using BI, SQL queries, functions which cut the **cost**and**time**by90 percent
* Deploy and support the Reports, Dashboards and ETL Transformations through various phases of Software Development Lifecycle and manage product delivery by **agile methodology**

**Environment:** Snowflake, SQL, Python, Tableau, Spotfire, Google Analytics, SharePoint, MS Excel,

**Client: Commerce Bank, St. Louis MO Jan 2020 – Dec 2023**

**Role: Power BI Developer**

**Responsibilities:**

* Converted business requirements into technical specifications for developing **business intelligence** and **SQL reports.**
* Reduced operational costs by $1M/year by preparing datasets, building **Power BI** reports with compelling stories, visualizations, and by judging the right tools, methods, techniques required for the solution.
* Improved customer retention rate by 20% by designing Power BI reports, optimized data models, and by writing complex **DAX** formulas to analyze the impact of pricing changes to base rates on portfolios.
* Utilized **Power Query**, **M Language** to clean, transform and load unstructured data, including creating parameters, reference queries, custom functions, saving 40 hours per week of manual work.
* Define, designed and built BI dashboards, reports and metrics to meet the needs of Credible and Partner stakeholders
* Leveraged **Power Query** to extract, transform, and load (ETL) data from multiple sources including SQL Server, Excel, and online services.
* Automated data cleaning processes using **Power Query** to ensure high data quality and consistency across various datasets.
* Implemented advanced data transformation techniques such as merging, **appending**, and **pivoting** data to prepare it for analysis.
* Developed **custom functions** and **parameterized** queries in **Power Query** to enhance data manipulation and flexibility.
* Wrote complex **SQL queries** using joins, subqueries, views and stored procedures to retrieve data from the database.
* Migrated existing Sales reports from SAP Business Objects to **Power BI** and extensively worked on configuring Row level Security to publish the reports to Branch and Market managers.
* Collaborated with the ETL team to integrate data from multiple sources into the Cognos data warehouse, ensuring data accuracy and consistency.
* Created a customer insights report that integrated data from CRM and marketing platforms into **Cognos**, providing a comprehensive view of customer behavior and preferences.
* Use various transformations such as an Aggregator, Sorter, Filter, Normalizer, SQL Transformation, Lookup, Joiner to design **ETL mappings** to ensure optimized queries in ETL process
* Performed **ad-hoc requests** for clients using customized SQL queries and maintain a 95% satisfaction on reports and tickets
* Engineered the concept of auditing the partner state reports using null data and data validation business rules using Power BI business intelligence tool and reduced the partner efforts by **automating** the reports to almost 90%.
* Product owner and QA owner for 100+ product backlog item **(PBI)** over time and have a 96% report **release efficiency.**
* Acted as a subject matter expert **(SME)** on state reports and Yellowfin BI for partners and work on numerous partner calls
* Involved in creation and execution of **test plan**, test scenarios and test cases - integration **testing**, negative testing and UAT.
* Implemented permissions for users and ensure user security according to various clearance levels of business users.
* Validated and tested reports, then published the reports to the report server.
* Involved in extensive **DATA validation** by writing several complex SQL queries and involved in back-end testing and worked with data quality issues.

**Environment:** MS SQL Server 2015, Yellowfin BI, SQL, SSRS, TFS, JIRA, SSIS, T-SQL, MS Excel

**Environment:** MS SQL Server 2012, T-SQL, Qlik Sense 3, MS Excel, MS Office, SAS, UML.

**Client: Nestle, India Oct 2013 – Dec 2017**

**Role: Business Intelligence Consultant**

**Responsibilities:**

* Improved demand forecasting accuracy by 25% through the development of advanced statistical models and trend analysis.
* Led training sessions for end-users, increasing adoption and effective utilization of BI tools across the supply chain department.
* Optimized DAX expressions within **Power BI** reports to enhance data visualization and analysis, resulting in a 30% increase in report loading speed and efficiency.
* Experience in optimizing reports and setting up **Power BI** service, gateways and scheduling data refresh(Incremental).
* Created complex **DAX** measures and calculated columns to support dynamic and interactive reporting in Power BI.
* Developed time intelligence calculations using DAX to provide insights into trends, period-over-period analysis, and forecasting.
* Optimized **DAX** formulas for performance, reducing computation time and improving report responsiveness.
* Implemented row-level security using **DAX** to ensure data privacy and compliance with organizational policies.
* Analyzed logistics and transportation data to identify cost-saving opportunities, resulting in a 10% reduction in shipping expenses.
* Supported supply chain optimization projects by providing data-driven recommendations and scenario analysis.
* Responsible for designing data flows and data models.
* Involved actively in training the new team members and created various process documents describing the project activities.
* Worked on R/3 systems to perform activities like Deletion of Setup tables, Filling of setup tables, deletion and creation of Delta queues.
* Resolving the issues with production systems and achieving Report availability without any loss.
* Worked on monitoring the data loads for zones (AMS, AOA, EUR and 2 more) in Production, Pre-Production and Regression. Raise appropriate tickets and assign to right team for various types of issues.
* Key player in performing user acceptance technical testing before moving the changes to production systems.
* Have good hold on scheduling/descheduling daily, weekly, monthly, yearly data loads in BW systems and also using scheduling tools (CPS by Redwood).
* Handled various Import All successfully for 5 zones in 3 environments (RTE, Pre-Production, Production) with high number of Change requests.
* In case of transport failures, tried to resolve the issue and re-import the transport successfully.
* Testing of Developed reports and objects and creating testing documents.
* Administer and monitor the tickets/CRs effectively using the tools (ServiceManager/ServiceCenter). Provide updates time by time in order to make sure that onsite is informed about the status.

**Environment:** MS SQL Server 2008, T-SQL, Tableau 9, Python, MS Excel, MySQL, SSRS, SSIS. SharePoint.